

# The Quest For Exceptional Workforce Performance



Company Profile



## The quest for exceptional workforce performance.

It's simple: people drive performance. And when the performance of individual employees or teams of employees are aligned with department and organizational objectives, a more disciplined and cost-efficient workforce results.

Whether it's a company with 500 employees or 50,000, H. B. Maynard and Company, Inc. is dedicated to rapidly design, develop and implement innovative solutions to improve workforce performance and eliminate waste.

## Our core values and solutions maximize workforce performance.

Maynard® is an international consulting, software and training business formed in 1934 and headquartered in Pittsburgh, Pennsylvania. The company is recognized as a leader and trusted advisor in the areas of industrial engineering and productivity management for the manufacturing, retail, distribution, utility and service industries providing global companies with a competitive advantage through workforce performance excellence. Through the unique combination of comprehensive services, integrated solutions and unrivaled delivery skills and expertise, Maynard transforms manufacturing, retail and service companies into customer centric businesses and dynamic service providers.

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### Maynard Core Values

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**Be a team of really talented servant leaders** who are responsible, respectful, honest, ethical, dedicated and caring; and have a passion to succeed.

**Be held in high regard by:**

- Our staff and recruits (as *the* place to work).
- Our clients (as a company that is *relentless* in serving them and meeting their value expectations and impresses them with our professionalism).
- Our field (as leaders).
- Our partners and vendors (as responsible business people).
- Our community and families (as a company that cares).

**Be a profitable, Lean business.**

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With these core values in place, Maynard has been helping companies improve their productivity, quality and culture providing tools, training and expertise in labor management, best methods, workplace organization, engineered labor standards and staffing. Results focus on reducing labor costs while meeting customer service objectives and building stronger, more profitable customer relationships.

Maynard's core offerings align with the multi-disciplined strategies of the Maynard Workforce Performance Model™. The model includes disciplines such as 5-S; Work Flow Design; Best Methods; Setup Reduction; Engineered Standards; Workforce Training; Staffing and Reporting; Wage Alignment; and Managing Performance. In support of each discipline, the company offers training courses, software applications and consulting assistance.

## **Serving a diverse client base focusing on the retail and manufacturing industries.**

For more than 70 years, Maynard has built a global base of industry leaders in the retail, manufacturing, distribution, utility and service sectors by developing lasting relationships and delivering real business results. Backed by deep industry experience and an unsurpassed track record of success, Maynard continues to help enterprises all over the world plan and implement workforce performance programs so its clients may execute their business strategies with confidence.

Since the disciplines presented in the model impact any type of organization, Maynard has not limited the industries it serves. Maynard has helped clients successfully improve workforce performance in retail apparel stores, supermarkets, pharmaceutical companies, financial institutions and offices, in addition to all types of traditional manufacturing and assembly operations. Maynard's client list includes many Fortune 500 companies, but also a number of small- and medium-sized businesses. Our clients include Goodyear Tire and Rubber Company; Matthews International Corporation; The TJX Companies; Old Navy; Giant Eagle, Inc.; Ahold USA, Inc.; Best Buy Company; SUPERVALU, Inc.; Meijer, Inc.; American Eagle Outfitters; Finish Line, Inc.; Gap, Inc.; Hallmark Cards, Inc.; McDonalds; Rite Aid; Publix Supermarkets; Ashworth; H-E-B Grocery Co.; The York Group, Inc. and Case New Holland.



## **Delivering proven packaged solutions tailored for your business.**

Maynard's products and services are supported by an investment in research and development to deliver fast, affordable packaged solutions for the most critical workforce performance challenges. Maynard packaged solutions are built with a common vision and development road map providing a comprehensive strategy that includes software, training and consulting. This packaged approach — tailored for specific markets — includes the necessary training, guidance and tools to ensure a predictable rapid return on investment.

## **The search for quality isn't easy, it's essential.**

Maynard is committed to incorporating quality into every aspect of its work — ranging from software development and internal business processes, to the way company representatives work with its clients — and considerable resources are invested in company-wide quality programs to ensure this. As a result, Maynard offers the broadest workforce performance optimization solutions available with substantial return on investment for our clients.

## Maynard Workforce Performance Model™

Success in business is highly dependent on a company's ability to continuously improve productivity. The most effective means for improving productivity is to improve workforce performance. This is done, not by focusing on labor efficiency, but by employing a system of disciplines that enables and encourages the workforce to perform its responsibilities to meet customer needs and expectations without error and without waste.

The Maynard Workforce Performance Model™ depicts the system of disciplines essential to improve workforce performance and eliminate waste. Instilling these disciplines directly impacts the productivity, quality and culture of an organization. Practicing any one of the disciplines will help an organization to improve. Instilling these interdependent disciplines as a system



equips the organization to meet overall company goals and establish an environment of continuous improvement.

The model groups the disciplines into three distinct series to demonstrate how they build upon one another. Each series introduces a new level of complexity, ranging from the application of basic work design principles to managing workforce performance using planning tools and reward systems. At the base is the **Lean Workplace Series**. The disciplines in this series are at the heart of improving the work. The disciplines found in the

**Standard Work Series** are focused on documenting and implementing the improved work in the workplace. And finally, the **Workforce Performance Series** is focused on equipping and preparing supervision to manage work.

### Each of the disciplines are described briefly below.

- **5-S** is a structured approach to develop workplace discipline and prepare the workplace and workforce for improvement.
- **Work Flow Design** focuses on improving transitions between operations, eliminating non-value added work, managing work-in-process inventories and balancing work loads.
- **Best Methods** is a set of principles that ensures that value added work is performed in the most effective manner possible. Improvements are made to increase consistency, eliminate undue ergonomic stresses and reduce time and waste.
- **Setup Reduction** is a systematic way to reduce or ultimately eliminate the time it takes to setup or changeover for a job.
- **Engineered Standards** are an accurate, documented representation of the work method and time required to do a job.
- **Workforce Training** involves the development and use of job aids, such as visual method sheets, performance-based training manuals and other tools to train and equip the workforce to perform effectively and consistently.
- **Staffing and Reporting** involves designing and implementing measures, staffing models and timely management reports.
- **Wage Alignment** is a structured process for reviewing existing wage systems including job structures, job descriptions, wage structure and incentive plans to ensure that they motivate the desired behavior.
- **Managing Performance** uses a participative approach that involves supervisors in the design, development and implementation of the system of disciplines required to improve workforce performance and eliminate waste.